

Session 1: Module 1 – Local Use Questions	
FINAL	
Description	Text
1.	Welcome to M-SPIRIT Session 1, Module 1 , of the M-SPIRIT Optional Online Training presented by the Montana Department of Public Health and Human Services WIC Program.
2.	Local Use Questions
3.	Local Use Questions are a “survey-like” tool available to each local agency that can be used to gather meaningful data.
	In order for the data to be meaningful, it must be relevant, reliable and usable.
	The questions should gather data to help meet WIC goals such as... Improving participant services and nutrition education; Identifying risks and helping participants define and achieve goals.
4.	The questions should have a theme, In other words, they should try to solve a problem or answer a question, like...
	Are our participants cashing their FVB? If not, why not? Is there something we can do to help?
	Should we open a new clinic in a certain location and what would the best hours be?
5.	We will use the Flathead Agency's Local Use Questions for our example in this presentation. Flathead Agency was the first to utilize local use questions.
	In the Spring of 2011, the State WIC Vendor Coordinator stated that, statewide, 63% of FVBs were not being cashed.
	Kalispell set out to increase the FVB cashing rate if they could.
	They also wanted to gather data about participant shopping patterns to help them target their efforts.
	They decided to use Local Use Questions to help them find some answers.
	So, I will present the process they went through to come up with Flathead's FVB Local Use Questions.
6.	You must get buy-in from your clinic personnel and management to...
	Ask these questions consistently and...
	Ensure that all clinic staff have a common interpretation of the questions and answers.

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	This will make your data more usable
7.	Once you have identified the problem you are trying to solve and have come up with your questions and answers and...
	Everyone has a common interpretation of the questions and answers and you have gotten buy-in...
	You must decide what WIC Categories of participants should answer the questions and at what type of visit(s).
	Flathead Agency determined that they wanted to ask their local use questions only at certification appointments.
	And they wanted to ask everyone the questions except for infants.
8.	Local Use Questions – The Questions
9.	M-SPIRIT allows 0 - 6 questions per WIC category. As an example, you could ask pregnant women a question regarding their pregnancy and not ask any other participants any questions.
	Each question contains a maximum of 50 characters.
	Questions will appear in upper and lower case, just as you typed them.
	You pick the order the questions will appear in.
	The questions must be closed-ended.
10.	A “Closed Ended” question has answers that belong to limited, pre-existing set of answers like yes/no, true/false, multiple choice or ranking (1 means strongly agree, 2 means somewhat agree, etc.).
	An example of a ranking-type of answer is: 1 means strongly agree, 2 means somewhat agree, etc.).
11.	Local Use Questions – The Answers
12.	There is no limit to the number of answers each question can have.
	Each answer contains a maximum of 50 characters.
	However, for readability, we recommend you limit your answers to 25-28 characters.
	Answers appear in uppercase only, regardless of how you typed them.

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	When participants answer the questions in the clinic module, those answers are saved.
13.	Answers appear in alphabetical order
	You could force an order by adding 1, 2, 3 or a, b, c...
	but that takes up 3 of your 50 characters!
	Or, if you're considering readability, 3 of your 28 characters.
	And remember, every possible answer should be listed.
14.	Local Use Questions – Example, Fruit and Vegetable Benefits
15.	Our Local Use Questions will consist of the first three Flathead questions:
	Question 1, Do you typically Cash your Fruit and Vegetable Benefit?...Yes or No.
	Question 2, If no, what keeps you from using your FVB?...Don't eat them, Don't know how to cash the FVB, Fear of exceeding the dollar amount, and finally, none of the above.
	Question 3, What would make it easier for you to use your FVB?...Education Materials on buying Fruits and vegetables, None of the above, Nothing, have no problems, shopping on a budget class, and finally WIC at store to help with the FVB.
16.	Ask yourself: Are the questions clear? Are all possible answers listed? Are they gathering useful data? Is certification the proper time to ask these questions?
	All possible answers are listed, so that is great.
	What about the first question, do you think you will get a usable answer to this question?
	The second question is more complex than it appears. Note that you only ask it if the answer to the first question is NO. This means that clinic personnel must be alert and ensure that they don't ask this question when the first answer is YES. Also, it has a "None of the above answer". What are you going to do with that?
	Notice that the answers appear in alphabetical order, just as they will in M-SPIRIT, is this order ok, or do you need to add 1.2.3. or a.b.c.?
	Ok, let's add these 3 local use questions to the RIVERSTONE agency.
17.	Even though participants answer Local Use Questions in the Clinic Module, Local Use Questions are maintained in the M-SPIRIT System Administration Module.
	So we will need to log into the System Administration Module.

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	In this example, we are already logged into the M-SPIRIT Session Manager. Remember, you can tell because of the W down by the time.
	So, all you need to do is start the System Administration Module.
	Click on Start.
18.	Click on All Programs.
19.	<no script>
20.	Click below the scroll bar to see the bottom of the list of programs.
21.	Click on WIC Applications.
22.	<no script>
23.	Click on System Administration.
24.	<no script>
25.	We are adding Local Use Questions for the Riverstone Agency, click OK.
26.	<no script>
27.	Double click on Maintain Local Use Questions/Answers.
28.	<no script>
29.	If your agency has no Local Use Questions, the Maintain Local Use Questions/Answers screen will initially be blank.
	Let's define these questions for Breastfeeding mothers. If you want them to apply to multiple categories, you must reenter them for every category.
	Click on Add Question.
30.	The Description field contains your actual question.
	Click in the Description field.
31.	Type "Do you typically cash your FVB?" and press the Tab key.
32.	Use the hot key B to select the WIC Category of Breastfeeding.
33.	This question will appear first, so click on 1st in Screen Position.
34.	Click on OK to save your first question.
35.	We're ready to enter the second question.
	Click on Add Question.
36.	Click in the Description field.

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37.	Type "If no, what keeps you from using your FVB?" and press the Tab key.
38.	Use the hot key B to select the WIC Category of Breastfeeding.
39.	Note that 1st is grayed out in the Screen Position field. This is because we have already defined our first question for breastfeeding mothers.
	Since this is our second question, click on 2 nd .
40.	Click on OK to save your second question.
41.	We're ready to add our third and final question.
	Go ahead and add the third question, I will prompt you when necessary...
42.	Type "What would make it easier for you to use your FVB?" and press the Tab key.
43.	<no script>
44.	<no script>
45.	<no script>
46.	Great Job!!! Click on the Close button.
47.	<no script>
48.	Now let's define the answers to the questions.
	Double click on Maintain Local Use Questions/Answers.
49.	As you can see, 3 questions have been defined for Breastfeeding moms.
	Click on the first question to highlight it.
50.	Click on Add Answer.
51.	Enter each answer in the Description field.
	The answers for this question will be "NO" and "YES". Click in the Description field.
52.	Type No and click on OK.
53.	Go ahead and add the second answer to the first question.
54.	<no script>
55.	
	<no script>
56.	Click on the + next to the first question.
57.	Your two answers appear.
	Let's define the answers for the second question. Click on the

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	second question.
58.	Click on Add Answer.
59.	Click into the Description field.
60.	Type don't eat fruits or veggies and click on OK.
61.	<no script>
62.	Click on the + next to the second question.
63.	Click on Add Answer and we'll add another answer.
64.	Watch while I type the second answer, then click OK.
65.	Note our second answer appears.
	Let's add another answer to this question, click on Add Answer.
66.	Watch while I type the third answer, then click OK.
67.	I will quickly add OTHER, the last answer to this question.
68.	Done! Click on the final question.
69.	I will add the answers to the last question.
70.	Done! Click on the Close button.
71.	We are finished adding our Local Use Questions.
	Leave the System Administration Module by clicking on File then Exit.
72.	<no script>
73.	<no script>
74.	By adding Local Use Questions, you have changed your Reference Data.
	To receive the changes, you must update your local reference data.
	Right Click on the W. Due to limitations of this training tool, you may need to Left Click.

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75.	Click on Reset Local Reference Data.
76.	<no script>
77.	<no script>
78.	Go ahead and start up the Clinic Module so you can see what the Local Use Questions look like.
79.	<no script>
80.	<no script>
81.	Click the OK button.
82.	We are going to search for breastfeeding mom Pink Bitterroot.
	Click the Demographics radio button then type Bitterroot and press the Enter key.
83.	<no script>
84.	<no script>
85.	The Local Use Questions are found in Demographics under the AdditionalInfo1 tab.
	Click the AdditionalInfo1 tab.
86.	Note that there are 6 possible questions for a breastfeeding mom.
	The only active questions are the ones that we have defined.
	Click on the first question's down arrow to see the possible answers.
87.	Note that the possible answers appear in alphabetical order.

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	Select answers as you would any other answers in M-SPIRIT.
88.	<no script>
89.	We will skip the second question because you only ask it if the first answer is NO.
90.	<no script>
91.	<no script>
92.	Close the participant folder and save the changes.
93.	<no script>
94.	The answers to the Local Use Questions are now saved and can be reviewed the next time you open the participant folder.
95.	<no script>
96.	Local Use Questions – What can we do with the data?
97.	M-SPIRIT provides no way to extract the data you have collected via the local use questions.
	However, the State Office Helpdesk can write a report for you.
98.	Below is an example of a report that can be provided by the State Office.
	The data below reflects actual Flathead Agency data as of 8/30/2011.
	What thoughts do you have about these results. Click on the green arrow when you are ready to continue.
99.	Does the Flathead Agency have a problem with people not cashing their FVBs?
	Did “None of the above” get them any USEFUL data?

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100.	Important things to remember are that the better your questions and answers the more useful your data.
101.	Spend a lot of time planning
102.	Do you have any questions about what we just reviewed? If so, please submit them via the M-SPIRIT Frequently Asked Questions forum on the Montana WIC website.